



Act on animal welfare by offering eggs from cage-free hens

Right from 2016, Accor pledged to offer free-range eggs or eggs from cage-free hens (shell and liquid forms) in its restaurants.

This commitment was expected to be achieved by end-2021 in areas where the supply chains are developed (Europe, Pacific, North America) and by 2025 on markets where supply chains are still in development (Southern Asia...). In France, Group hotels had already been getting a significant part of their egg supply from cage-free hens.

Since mid-2021, the Accor procurement platform in France, Italy, Spain and Portugal offers only eggs (shell and liquid) that are free range, cage-free or organically farmed to hotels in the Accor network.

Percentage of hotels stating that they only offer cage-free eggs hens (shell and liquid forms) – End 2024 results

	Commitment end 2021	Commitment end 2025	% of compliant hotels (among responding hotels)	% of compliant hotels (among all hotels)	Number of hotels which responded	Number of compliant hotels	Total hotels
Europe	✓		99%	71%	2168	2150	3048
Middle East		✓	83%	67%	196	162	242
Africa		✓	85%	61%	117	99	163
North America	✓		98%	68%	59	58	85
Latin America		✓	88%	52%	273	239	464
China		✓	81%	13%	112	91	715
Asia Pacific		✓	88%	53%	550	484	908
Total			94%	58%	3475	3283	5625

To implement cage free eggs in hotels, the priority is to increase the number of hotels responding in the reporting tool.

Here are the action plans planned in 2025:

- **Accor:** Achieving compliance with cage-free eggs is a top priority at Accor. It is a key component of the 2025 roadmap for sustainable food projects. The Sustainability, Procurement, and F&B teams are working together to implement the transition across all regions. To meet our target of transitioning to cage-free eggs by the end of 2025, teams are currently prioritizing physical supply. In areas experiencing availability challenges, teams are assessing the impact of using egg credits as an alternative.
- **Europe:** Actions will be launched to remind Accor's commitment to providers, and to hotels & operational teams (during internal meetings and in internal newsletters).
- **Americas:** The teams will continue expanding supplier coverage, launching actions to reinforce Accor's commitment. An action plan with NGOs will be implemented, including development initiatives such as training sessions and webinars to raise awareness. Additionally, promoting the use of plant-based products will be continued. Communication with all hotels will also be strengthened.
- **Pacific:** Australia is challenged by a supply issue of cage free eggs a result of a major bird flu outbreak in 2024 that has severely restricted availability cage free and caged eggs at both a retail and wholesale level. The Procurement team is working with suppliers to access supply as soon as it is available at scale however



this is unlikely until 2027. In the interim the teams are undertaking the following actions – increasing hotel response rates to ensure data accuracy and seeking alternate localized supplier options (in place of global deals). In New Zealand, the results are currently at 100% cage free eggs (based on the responding hotels).

- **Asia:** Teams are working on the following: increasing hotel response rates, reviewing available procurement solutions, aligning hotels that are currently non-compliant with solutions, mapping countries where supply or certification is a concern, having NFP accredit suppliers where possible, challenging hotels to engage solutions where supply and cost are at an acceptable level, and looking for alternative solutions for impacted regions.
- **Middle East & Africa:** Teams are working on the following: increasing visibility on hotel compliance by boosting the hotel response rate in Accor's reporting tool, identifying challenges such as supply shortages in each location and mapping countries where supply or certification is a concern, reviewing available procurement solutions, aligning non-compliant hotels with the commitment through procurement support, having NFP accredit suppliers where possible, challenging hotels to engage solutions where supply and cost are at an acceptable level, and looking for alternative solutions for impacted regions.
- **Greater China:** The cage-free eggs priced 40% higher is still an issue to be solved. The teams are collaborating closely with procurement to find cost-effective solutions and improve supplier engagement in all provinces. They are focused on enhancing supplier relationships and ensuring compliance with Accor's sustainability and ethical sourcing practices. Efforts are being made to boost hotel response rates within the reporting framework and identify alternative local suppliers where necessary.
- **Fairmont & Raffles:** The topic is targeted by continuing to identify new suppliers and by monitoring compliance through spending reports (where data is available). Where the supply is not available, the Accor Procurement teams conduct regular reviews of the market.
- **Ennismore:** Hotels have had the importance of this topic communicated to them, alongside reiterating how crucial it is to report their compliance into Accor's reporting tool. The data in Accor's reporting tool will allow to identify regions where supply is challenging and work with the Accor Procurement team to find solutions.
- **Sofitel & MGallery:** This topic is part of the priority roadmap on sustainable food for 2025, it is included in the F&B guidelines for each brand and has been heavily pushed in the hotels' communication. Hotels are requested to report into Accor's reporting tool to identify specificities by location. Sofitel & MGallery are centrally working along with procurement on solutions available in each destination.

End 2024 results per region & country on cage free eggs
 (based on Accor's internal reporting tool)

Europe:

Region	Country	% of compliant hotels (among responding hotels)	% of compliant hotels (among all hotels)	Number of hotels which responded	Number of compliant hotels	Total hotels
Europe	France	100%	71%	1208	1205	1696



Europe	Germany	100%	73%	224	223	305
Europe	Belgium	96%	65%	57	55	85
Europe	United Kingdom	98%	69%	179	176	255
Europe	Hungary	100%	44%	12	12	27
Europe	The Netherlands	98%	77%	45	44	57
Europe	Austria	100%	84%	32	32	38
Europe	Poland	100%	85%	71	71	84
Europe	Switzerland	99%	87%	69	68	78
Europe	Ireland	100%	100%	1	1	1
Europe	Portugal	100%	68%	25	25	37
Europe	Greece	100%	43%	3	3	7
Europe	Italy	100%	49%	37	37	76
Europe	Luxembourg	100%	86%	12	12	14
Europe	Russia	93%	69%	41	38	55
Europe	Spain	99%	76%	75	74	97
Europe	Czech Republic	100%	60%	6	6	10
Europe	Lithuania	100%	100%	6	6	6
Europe	Monaco	100%	100%	2	2	2
Europe	Romania	100%	61%	14	14	23
Europe	Sweden	100%	100%	1	1	1
Europe	Georgia	90%	75%	10	9	12
Europe	North Macedonia	100%	50%	1	1	2
Europe	Ukraine	100%	89%	8	8	9
Europe	Malta	100%	25%	1	1	4
Europe	Serbia	100%	33%	1	1	3
Europe	Estonia	100%	33%	2	2	6
Europe	Kazakhstan	86%	46%	7	6	13
Europe	Slovenia	100%	50%	1	1	2
Europe	Azerbaijan	100%	75%	3	3	4
Europe	Andorra	0%	0%	0	0	2
Europe	Slovakia	0%	0%	1	0	1
Europe	Armenia	100%	100%	1	1	1
Europe	Bulgaria	100%	50%	3	3	6
Europe	Albania	100%	50%	1	1	2
Europe	Latvia	100%	50%	2	2	4
Europe	Bosnia-Herzegovina	100%	25%	1	1	4



Europe	Croatia	100%	50%	2	2	4
Europe	Kyrgyzstan	0%	0%	0	0	1
Europe	Denmark	0%	0%	0	0	3
Europe	Kosovo	0%	0%	0	0	1
Europe	Moldova	0%	0%	0	0	2
Europe	Montenegro	0%	0%	0	0	2
Europe	Uzbekistan	100%	100%	3	3	3
Europe	Cyprus	0%	0%	0	0	3

Middle East:

Region	Country	% of compliant hotels (among responding hotels)	% of compliant hotels (among all hotels)	Number of hotels which responded	Number of compliant hotels	Total hotels
Middle East	United Arab Emirates	67%	56%	69	46	82
Middle East	Bahrain	57%	50%	7	4	8
Middle East	Kuwait	75%	75%	4	3	4
Middle East	Saudi Arabia	92%	79%	37	34	43
Middle East	Turkey	98%	70%	52	51	73
Middle East	Jordan	88%	78%	8	7	9
Middle East	Oman	100%	100%	4	4	4
Middle East	Qatar	82%	69%	11	9	13
Middle East	Lebanon	100%	50%	1	1	2
Middle East	Israel	100%	75%	3	3	4

Africa:

Region	Country	% of compliant hotels (among responding hotels)	% of compliant hotels (among all hotels)	Number of hotels which responded	Number of compliant hotels	Total hotels
Africa	Senegal	75%	75%	4	3	4
Africa	Ivory Coast	67%	50%	6	4	8
Africa	Algeria	75%	50%	8	6	12
Africa	Mauritius	100%	100%	2	2	2
Africa	Benin	100%	67%	2	2	3
Africa	Morocco	94%	40%	17	16	40
Africa	South Africa	70%	70%	10	7	10



Africa	Egypt	97%	73%	31	30	41
Africa	Nigeria	67%	50%	3	2	4
Africa	Tunisia	100%	71%	5	5	7
Africa	Democratic Republic of Congo	75%	60%	4	3	5
Africa	Ghana	50%	50%	2	1	2
Africa	Kenya	100%	89%	8	8	9
Africa	Equatorial Guinea	67%	67%	3	2	3
Africa	Rwanda	100%	100%	4	4	4
Africa	Cameroon	0%	0%	1	0	1
Africa	Tanzania	100%	100%	1	1	1
Africa	Namibia	40%	40%	5	2	5
Africa	Botswana	100%	100%	1	1	1
Africa	Zimbabwe	0%	0%	0	0	1

North America:

Region	Country	% of compliant hotels (among responding hotels)	% of compliant hotels (among all hotels)	Number of hotels which responded	Number of compliant hotels	Total hotels
North America	United States of America	100%	56%	30	30	54
North America	Canada	96%	89%	26	25	28
North America	Barbados	100%	100%	1	1	1
North America	Bermuda	100%	100%	2	2	2

Latin America:

Region	Country	% of compliant hotels (among responding hotels)	% of compliant hotels (among all hotels)	Number of hotels which responded	Number of compliant hotels	Total hotels
Latin America	Brazil	86%	48%	187	161	334
Latin America	St Helena	100%	100%	1	1	1
Latin America	Colombia	87%	59%	15	13	22
Latin America	Argentina	100%	29%	4	4	14
Latin America	Mexico	89%	67%	27	24	36
Latin America	Chile	95%	77%	21	20	26
Latin America	Peru	89%	62%	9	8	13



Latin America	Panama	100%	50%	1	1	2
Latin America	Ecuador	0%	0%	0	0	4
Latin America	Uruguay	100%	80%	4	4	5
Latin America	Puerto Rico	0%	0%	1	0	1
Latin America	Paraguay	0%	0%	0	0	1
Latin America	Bolivia	100%	50%	2	2	4

China:

Region	Country	% of compliant hotels (among responding hotels)	% of compliant hotels (among all hotels)	Number of hotels which responded	Number of compliant hotels	Total hotels
China	Mainland China	83%	12%	105	87	707
China	Hong Kong, SAR	57%	50%	7	4	8

Asia Pacific:

Region	Country	% of compliant hotels (among responding hotels)	% of compliant hotels (among all hotels)	Number of hotels which responded	Number of compliant hotels	Total hotels
Asia Pacific	Indonesia	77%	64%	108	83	130
Asia Pacific	Australia	99%	40%	143	141	353
Asia Pacific	French Polynesia	100%	100%	1	1	1
Asia Pacific	Thailand	86%	65%	64	55	84
Asia Pacific	French Guiana	100%	33%	1	1	3
Asia Pacific	Korea(South) - Republic	91%	74%	22	20	27
Asia Pacific	New Zealand	100%	72%	33	33	46
Asia Pacific	Vietnam	69%	58%	36	25	43
Asia Pacific	Cambodia	67%	44%	6	4	9
Asia Pacific	Singapore	62%	23%	13	8	35
Asia Pacific	Japan	85%	24%	13	11	45
Asia Pacific	Fiji	100%	75%	3	3	4
Asia Pacific	India	93%	82%	57	53	65
Asia Pacific	Philippines	100%	92%	11	11	12



Asia Pacific	Macau, SAR	0%	0%	2	0	2
Asia Pacific	Malaysia	100%	76%	19	19	25
Asia Pacific	Laos	100%	75%	3	3	4
Asia Pacific	Myanmar	100%	83%	5	5	6
Asia Pacific	Madagascar	100%	100%	3	3	3
Asia Pacific	Mongolia	100%	100%	2	2	2
Asia Pacific	Maldives	67%	40%	3	2	5
Asia Pacific	Seychelles	100%	100%	1	1	1
Asia Pacific	Pakistan	0%	0%	1	0	2
Asia Pacific	Bahamas (the)	0%	0%	0	0	1
Asia Pacific	Taiwan, China	100%	100%	1	1	1